



## Been Done Dirty? Where Should You Go For Help?

The arbitration process used to be secretive and mysterious. But, as the volume of cases rises, more information is becoming available. Here are some good sources:

### **NASD Dispute Resolution**

212-858-4400 [www.nasdadr.com](http://www.nasdadr.com)

The Web site has a map of locations and regional phone numbers, plus the code of arbitration procedure. It also has rules and instructions on filing claims. You can find statistics on the caseload and outcomes but no archive of cases.

### **Public Investors Arbitration Bar Association**

888-621-7484 [www.piaba.org](http://www.piaba.org)

Member lawyers are in 44 states and the District of Columbia. They cannot work for the securities industry and must spend most of their time representing investors. The Web site includes a member list, but PIABA does not make direct referrals.

### **New York Stock Exchange**

212-656-2772

[www.nyse.com/arbitration](http://www.nyse.com/arbitration)

The NYSE, which runs the second-largest arbitration program, takes claims against only its member firms. Its Web site is better than the NASD's because it carries actual decisions, as well as rules and instructions about how to file.

### **Securities Arbitration Commentator**

973-761-5880 [www.sacarbitration.com](http://www.sacarbitration.com)

The site features a newsletter that's read by nearly all investor lawyers because it's the only publication devoted exclusively to arbitration. Some nonlawyers say that reading Commentator helped them to prepare for the hearing.